

SERIAL NUMBER 09/427,149	FILING DATE 10/25/99	CLASS 705	GROUP ART UNIT 2761 2163	ATTORNEY DOCKET NO. 73618/RHS-00
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APPLICANT

RICHARD E. WARD, SAN FRANCISCO, CA.

CONTINUING DOMESTIC DATA***
VERIFIED

none bvd

371 (NAT'L STAGE) DATA***
VERIFIED

none bvd

FOREIGN APPLICATIONS***
VERIFIED

none bvd

IF REQUIRED, FOREIGN FILING LICENSE GRANTED 11/16/99 ** SMALL ENTITY **

Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> Met after Allowance	STATE OR COUNTRY CA	SHEETS DRAWING 12	TOTAL CLAIMS 65	INDEPENDENT CLAIMS 5
Verified and Acknowledged <u>bvd</u> Examiner's Initials			2/2/02 Initials			

ADDRESS

PILLSBURY MADISON & SUTRO LLP
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TITLE

METHOD AND SYSTEM FOR CUSTOMER SERVICE PROCESS MANAGEMENT

FILING FEE RECEIVED \$928	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT NO. _____ for the following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Other _____
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